

Date: 2013-06-28

Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

RE: Please Grant FCC Approval of the InnoCaption App
Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

I am writing to strongly endorse the InnoCaption product for a Smartphone and urge the FCC to grant speedy approval of this product for the deaf and hard of hearing community. A product like this is in great demand for those with a hearing loss trying to function in society that is more and more electronically device dependent. It offers a level playing field that is not currently available with other caption products.

My friend, Fred, came to hearing loss late in life and works so hard at staying active and connected with family, friends and the community. He has signed up for sign language and lip reading classes. These help, but are not sufficient. Sign language can only be useful if the person you are communicating with also signs. For people like Fred who came to hearing loss as an adult, that circle of people is virtually non-existent. Both signing and lip reading are difficult and takes years of study to master. It is like learning a new language. This takes dedication, time, and money and provides a very limited return.

My husband and I have watched Fred struggle to stay connected with the world over the last decade and admire his resilience. But his quality of life is definily impacted and made difficult. He, like other people with hearing loss can continue to be active productive members of society and accomplish even more, if they have more tools to work with.

This will continue to be an issue as the baby boomers age and more of us experience hearing loss--regardless of the severity of our hearing loss. If we don't help people stay productive, they will become a burden on themselves, their families, and our nation. Nothing good will come of that.

I believe the quality of life with an improved captioning system along with other electronic technologies will be a huge improve for Fred and people like him. I have witnessed the struggles to make and/or receive phone calls in many environments, but it is especially hard in a mobile application.

I am not connected with Miracom or the InnoCaption product in any way. I feel that it is important to make additional services. If we can ensure that people have access to thousands of apps for their electronic devices for 'entertainment' certainly we can step up to the plate and support access to options to support peoples life needs.

I urge the Commission to grant quick approval of this product.

Thank you for taking serious note of this request.

Sincerely,

Brooke Coakley

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Reference: CG Docket No. 03-123

CG Docket No. 13-24

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